

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.:	10/815,534)	Confirmation No.:	3473
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Applicant:	KIEFHABER et al.)	TC/A.U.	2609
)		
Filed:	March 31, 2004)	Examiner:	NGUYEN, K.
)		
Docket No.:	4366-140)		
)		
For:	CONTACT CENTER AND)		
	METHOD FOR TRACKING AND)		
	ACTING ON ACTING ON)		
	ONE AND DONE CUSTOMER)		
	CONTACTS)		
	(As Amended))		

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Applicants submit this Amendment and Response to address the Office Action having a mailing date of August 7, 2007. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are shown in the listing of claims which begins on page 3 of this paper.

Amendments to the Drawings begin on page 11 of this paper and include both an attached replacement sheet and an annotated sheet showing changes.

Remarks begin on page 12 of this paper.